GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:3816
ANSWERED ON:17.08.2001
AMENDMENT OF CONSUMER PROTECTION ACT, 1986
ADHIR RANJAN CHOWDHURY

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government propose to bring educational institutions throughout the country within the ambit of Consumer Protection Act, 1986;

(b) if so, whether the services rendered by educational institutions throughout the country have shown falling trends and provided deficient services;

(c) if so, the time by which all the educational institutions would be brought in the Consumer Protection Act, 1986 to safeguard the interests of students and their parents; and

(d) if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION (SHRI V. SREENIVASA PRASAD)

(a) to (d): According to the provisions of the Consumer Protection Act, 1986, service of any description made available to potential users for a consideration, excluding service rendered free of charge or under a contract of personal service, is covered under the Act. The provisions of the Act are applied in specific cases by the consumer disputes redressal agencies keeping the particular facts and circumstances of the case in view.